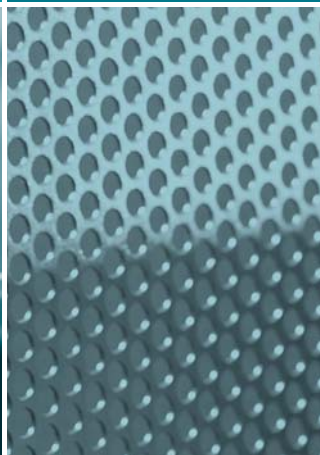





**CONNECTING** TO CalPERS

Interactive Voice  
Response System



**CalPERS CUSTOMER CONTACT CENTER**  
**888 CalPERS (or 888-225-7377)**



Our Customer Contact Center offers a state-of-the-art interactive voice response system - your doorway to helping yourself to CalPERS programs and services.

CalPERS Customer Contact Center staff are available during normal business hours to give you the direct assistance you need.

Our staff are specially trained to get your questions answered correctly, the first time you ask. If your situation is a bit more complex, don't worry, we'll get all the information we need from you and then make sure someone gets back to you.

### Interactive Voice Response Resources

- Get general benefit and program information or answers to frequently asked questions.
- Hear special announcements on important and timely CalPERS programs and events.
- Order forms and publications.
- Find information on available health plans in your area and get the phone number to reach them.



resolve questions **faster**

## DEDICATED

## ASSISTANCE

The Contact Center is designed to assist you in the following ways.

- Speak directly to an agent.
- Our agents' computer screens populate with your specific information, so we can better assist you.
- Agents have the tools and technology to provide the most up-to-date information.
- Your calls are tracked to ensure we respond in a timely manner.

### Be Prepared

There are certain times when our phones are busier than others. We want to be available to you when you call, so if possible you should avoid calling during heavy call volume times.

#### TIP

**Heavy call volume times:**

- Mondays
- Day immediately after a business holiday
- First week of each month
- First days of the calendar year.

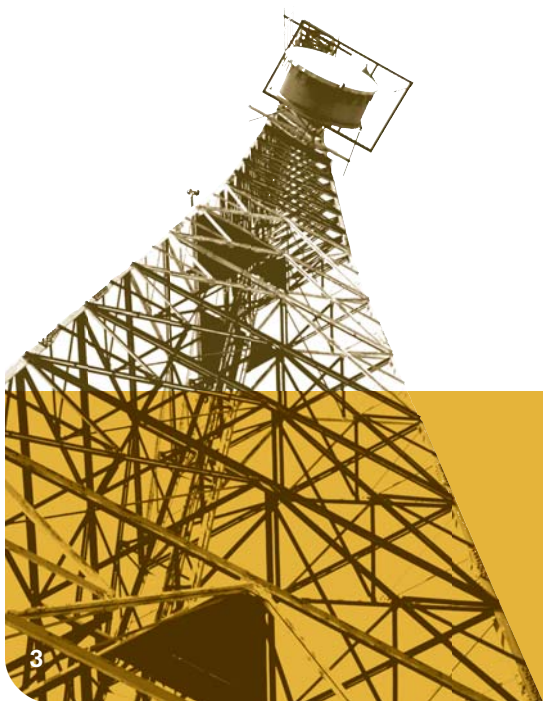
## IVR

## CUSTOMER-BASED SYSTEM

The Contact Center has an enhanced Interactive Voice Response menu. This is the menu you hear when you call our toll-free telephone number at **888 CalPERS** (or **888-225-7377**).

We structured the menu so the most common subjects are provided up front for faster service. Additionally, we've simplified the menu structure, making the IVR more user friendly. The entire process has been developed to provide you with timely and efficient service.

This brochure can assist you in understanding “where to go” in the IVR system, depending upon your business need. If your spoken selection fails, the IVR will prompt you to use your keypad on your phone to choose the desired selection.



The IVR will ask you to identify yourself as either a **member** or an **employer**. After saying **member**, you'll be asked if you are **retired**. Then, you can choose from one of the five main menu selections. Simply navigate through the IVR by saying your subject area of interest.



Retirement Planning

Health Benefits

Change of Address

Disability Benefits

Other Services

#### TIP

You can say your area of interest at any time without waiting for an IVR prompt. Just **barge in**, but be sure to speak clearly and avoid noisy environments.

## Retirement Planning

### Service Credit

For questions on service credit, the status of a service credit purchase, or to order a service credit package, say **Service Credit**.

### Retirement Estimates

Want to get a retirement estimate or learn how to do your own estimates online? Say **Retirement Estimates**.

### Workshops & Seminars

To learn about our retirement planning workshops or financial planning seminars, say **Workshops & Seminars**.

Are you getting ready to apply for retirement? Want to order the necessary paperwork or find out what steps you should take to prepare for retirement? Say **Applying for Retirement**.

### Applying for Retirement

#### TIP

Before speaking with an agent, please have your name, Social Security number, address, and date of birth information ready. This will help us provide you faster assistance.

## Health Benefits

### Long-Term Care

To learn how to qualify for the CalPERS Long-Term Care Program or to find out about plan options, say **Long-Term Care**.

### Publications

Would you like to order a publication or learn how to order one online?  
Say **Publications**.

### Find a Plan

Want to find out which health plans are available in your area? Be prepared to say or key in your Social Security number and ZIP Code. Say **Find a Plan**.

### Contact Your Provider

Would you like to be transferred to your health plan for questions about ID cards, claims, or to change doctors?  
Say **Contact Your Provider**.



## Disability Benefits

### Check Status

To check the status of a pending disability case, say **Check Status**.

Want to order a disability retirement package? Say **Order a Package**.

### Order a Package

### Hear about Eligibility

Do you want an overview of disability and industrial disability? Say **Hear about Eligibility**.



## Change of Address

### Change of Address

Have you moved? Need to update your address with CalPERS? Say **Change of Address**.

#### TIP

At any time, you can say **Help** to get clarification about the area you are in.

## Other Services

### Service Credit

For questions on service credit, the status of a service credit purchase, or to order a service credit package, say **Service Credit**.

If you need to report a death, check the status of a death benefits claim, hear beneficiary information, or order a death benefits publication, say **Death Benefits**.

### Death Benefits

If you'd like to check the status of a refund or learn how to get a refund, say **Refunds**.

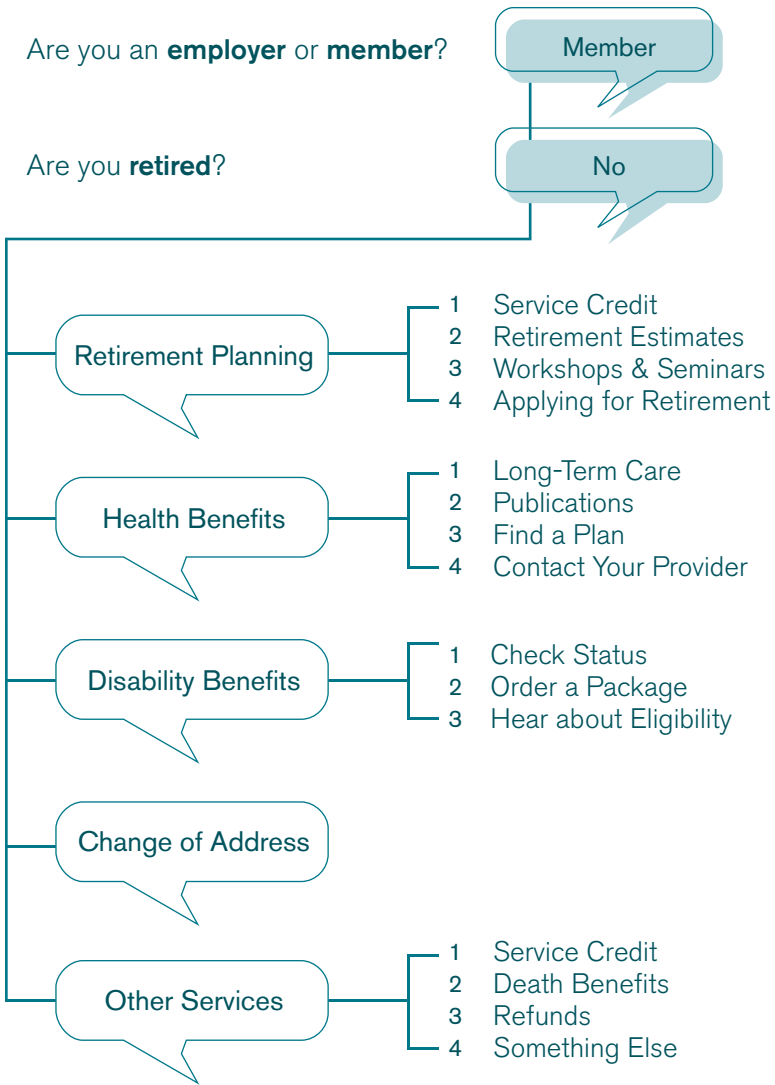
### Refunds

Want information on the CalPERS Home Loan or Long-Term Care Programs? Have questions about your member statement? Say **Something Else**.

### Something Else

#### TIP

The CalPERS Customer Contact Center is the central point of contact for all your CalPERS business needs. Monday thru Friday, 8 a.m. to 5 p.m.





**California Public Employees' Retirement System**

400 Q Street

Sacramento, CA 95814

**888 CalPERS** (or **888-225-7377**)

**[www.calpers.ca.gov](http://www.calpers.ca.gov)**

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